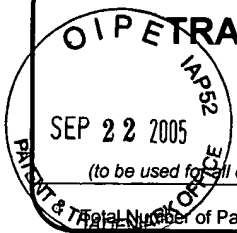


3623

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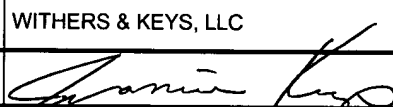
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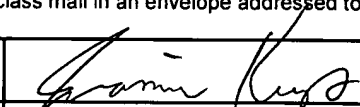
	Application Number	09/577,658
	Filing Date	May 25, 2000
	First Named Inventor	Owen et al.
	Art Unit	3623
	Examiner Name	Heck M. C.
	Attorney Docket Number	20009.0034US01 (BS99-199)
Total Number of Pages in This Submission		13

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="text"/> Remarks	

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	WITHERS & KEYS, LLC		
Signature			
Printed name	Jeramie J. Keys		
Date	September 19, 2005	Reg. No.	42,724

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S/N 09/577,658

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen	Examiner:	Heck
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)

Title: SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS
AND RELATED INFORMATION

CERTIFICATE UNDER 37 CFR 1.8:

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By: 

Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on June 17, 2005. Amendments to the Specification begin on page 2. Amendments to the claims begin on page 3. Remarks begin on page 9.